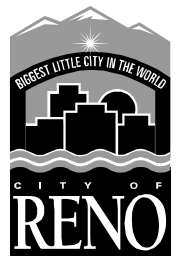


Youth Programs

Parent/Guardian Handbook
2012-2013



Youth Division Office
Evelyn Mount Northeast Community Center
1301 Valley Road
Reno, NV 89512
(775) 334-4280
www.reno.gov



Welcome to Youth Programs

Thank you for providing the City of Reno the opportunity to enrich the lives of your children! We strive to provide youth active, positive and safe recreational opportunities.

The City of Reno provides the Sierra Kids before and after school program, several summer, winter and spring break camps to meet the needs of parents and guardians. Vacation Station, a green track break program, is also offered at the Evelyn Mount Northeast Community Center.

Our programs offer several nationally recognized affiliations and components including the Presidential Fitness Challenge, Character Counts, Safe Place (Sibayan), Too Good for Drugs and Alcohol. We are partners in the community with the Children's Cabinet, Big Brothers and Big Sisters, UNR, TEAM Up, Northern Nevada Food Bank and the Washoe County School District. We thank our partners for their help and support.



This Parent/Guardian Handbook includes important program information. We encourage all parents to read and become familiar with the policies and procedures and to discuss the program rules and expectations with their child. This is vital to the success of our programs.

Creating a successful experience requires frequent and open communication between staff and parents. If at any time you have concerns about your child's experience in a youth program, please schedule a convenient time to discuss important issues by calling the Youth Division office at 334-4280. Youth supervisors are available to meet with you; we welcome your comments and suggestions.

Youth Services Mission Statement

Provide youth active, positive and safe recreational opportunities.

Program Hours

Sierra Kids

- **Morning Sessions:** 7 – 9 a.m. Hours vary at school locations depending upon bell times.
 - Due to liability and insurance restrictions, participants are not permitted in the school prior to the start of the morning session.
 - There is no morning session on “weather delay” days called by the Washoe County School District.
 - Must be 5-12 years of age to attend and a registered participant of the school attending.
- **Afternoon Sessions:** 3 - 6 p.m. Hours may vary at school locations depending upon bell times.
 - The afternoon session ends at 6 p.m. Late pickup fees are \$1 a minute per child after program conclusion and payment is required within 24 hours. On the second late pickup by the same family, staff will schedule a conference with the participant’s parent/guardian before the children may return to the program.

Sierra Kids School Sites (subject to change)

Alice Smith	Hunter Lake	Roy Gomm
Caughlin Ranch	Jessie Beck	Sarah Winnemucca
Desert Heights	Lemmon Valley	Sierra Vista
Dodson	Mamie Towles	Silver Lake
Double Diamond	Mariposa Academy	Stead
Elmcrest	Mount Rose	Virginia Palmer
Esther Bennett	Peavine	Westergard

Vacation Station Sessions 7 a.m. – 6 p.m. Ages 6-14 (Must be 5 years of age and registered in Kindergarten to attend. Participants turning 15 during the program will be allowed to complete the current school year.) Location: Evelyn Mount Northeast Community Center, 1301 Valley Road.

Youth Day Camp Program Sessions 7 a.m. – 6 p.m. Ages 6-14 (Must be 6 years of age to attend. Participants turning 15 during the program will be allowed to complete the current school year/program cycle.) Locations vary.

Holiday Adventures	Summer of Fun	Wilderness Camp
Performing Arts Camp	Summer Discovery	Too Cool for Camp

A Typical Day

This schedule may vary depending on site location, weather, guest speakers, and special events or activities.

Sierra Kids		Vacation Station/Camp	
7:00 – 8:00 a.m.	Indoor activities, board games, homework help	7:00 – 9:00 a.m.	Indoor activities, board games, sports and art
8:00 – 8:15 a.m.	Snack		
8:15 – 8:45 a.m.	Indoor games, sports, etc.	9 a.m. – 12:00 p.m.	Activity/ Swimming I
8:45 – 9:00 a.m.	Clean up and get ready to go to class		
		12:00 – 1:00 p.m.	Lunch
3:00 – 4:00 p.m.	Check-in, Homework, quiet time	1:00 – 4:00 p.m.	Field trip, swimming
4:00 – 5:00 p.m.	Outside		
4:30 – 5:30 p.m.	Activity w/ Leader	4:00 – 6:00 p.m.	Group indoor and outdoor activities
5:30 – 6:00 p.m.	Clean up and group Games		
6:00 p.m.	Site closes	6:00 p.m.	Site closes



Registration, Payment and Refunds

Registration Forms - A Household Account Form and a Participant Information Form must be completed for each child attending any youth program prior to attending. All changes to these forms require a new form be completed and submitted to a registration counter by parents/guardians for the safety of all participants.

- Household Account Form – This form establishes a customer account for an entire household in the database and includes a liability waiver.
- Participant Information Form – This form includes personal information, medical needs, adaptive needs and emergency contacts for each child participating.

Online Registration - Families that include a valid email address on their Household Account Form can set up online access to register and pay for full-week participation in youth programs. Registration for partial-week participation in a youth program is not available online at this time.

Payment - Full payment is required at the time of registration, prior to the use of programs, services or facilities. Payments can be made at the Northeast Community Center or Neil Road Recreation Center or Southside Administration Office. Payment is not accepted on site for any class or program. We do not bill for services. Services will not be provided to customers who have not paid or have delinquent accounts. A charge of \$25 is applied to all returned checks. Program fees are not pro-rated for unused classes.

- **Sierra Kids & Youth Camps:** Registration/Payment is required by the **Thursday** preceding the week of the program. There is no grace period.
- **Vacation Station:** Registration/Payment is accepted up to the date a service is rendered or until the program is full, whichever comes first. (Same day/week registration is not refundable. See Refunds below.)

Scholarships - A fee assistance program may be available to those who qualify based on income requirements. A scholarship application must be submitted two weeks prior to program date. Call the scholarship coordinator at 334-2260.

Refunds or Credits - A Request for Account Adjustment Form must be completed for refunds, transfers or credits and received by the Thursday preceding the week of the program. A copy of this form can be downloaded from www.reno.gov or requested from registration staff. Customer requested refunds are charged an administration fee of \$10 per activity. Administrative fees are not charged on credits and transfers.

No refunds or credits will be given for missed, sick, suspended, or snow days. For extenuating circumstances (family death, medical emergency, moving out of the area) customers may submit a Request for Account Adjustment Form to the Southside Administration Office, 190 E. Liberty Street.

Attendance/Signing In and Out

Parents, guardians and authorized individuals listed on the Participant Information Form are required to escort and sign the child in/out from the program daily. A picture ID is required of all individuals picking up a child.

If a participant will be attending a school function before or after school during the program, staff need written permission to release the participant.

All changes and additions to a Participant Information Form require a new form be completed by a legal guardian. Request for a one time emergency participant pickup must be done in writing either in person or by fax to the Youth Administration Office at 321-8347. The letter must include the child's name, school/camp site, date, and who will be picking the child up along with the guardian's signature and ID. Phone changes will not be accepted.



Conduct and Discipline

City of Reno Parks, Recreation and Community Services programs and facilities promote learning, leisure, and respect in a safe environment. All patrons, staff and volunteers have the right to be safe and to feel safe while attending a program. With this right comes the responsibility to be accountable for actions/behavior that affects safety and perception of safety of others. All participants, parents/guardians and employees of the Parks, Recreation and Community Services Department are responsible for reading and familiarizing themselves with the policy and procedures.

Examples of inappropriate behavior (but not limited to):

- **Inappropriate action/behavior:** Abusive language and/or inappropriate gestures/actions directed toward participants, staff, or other persons, which strains interpersonal relationships and creates public embarrassment.
- **Harm to others:** Physically assaulting another person (participants, staff or other persons), including striking, pushing, shoving, spitting, proximity intimidation and/or grabbing; or any other attempt or threat to physically injure another person.
- **Harm to self:** Physically harming/injuring self or attempting or threatening to do so.
- **Misuse/Damage of property:** Improper care or misuse of items that belong to the City, site location or items belonging to another person.
- **Stealing:** Removing property belonging to others, the City, or other facilities without permission.

- **Noncompliance with rules:** Noncompliance with program and facility rules.

When working to guide participant behavior, staff will first employ problem solving techniques to help participants understand the consequences of their behavior. If problem solving shows insufficient results for maintaining a safe environment for all, staff will implement the following progressive discipline steps to get a child back on track with the code of conduct policy:

1. **Communicate appropriate behavior:** A staff member will communicate appropriate behavior to the participant. The participant will convey to the staff the appropriate behavior required and the participant will be told the consequences of the inappropriate behavior should it continue.
2. **Quiet time:** If inappropriate behavior continues, a staff member will have the participant go to a designated personal space area for five to ten minutes prior to rejoining the group. The staff member will reiterate the desired behavior and further consequences should the behavior continue and allow the participant to return to the group.
3. **Inappropriate Behavior Tracking Form:** If a behavior concern is identified, a staff member will track the participant's behavior. Description of the behavior and staff actions will be documented on the Inappropriate Behavior Tracking Form Addendum.
4. **Parent/Guardian Conference:** If a behavior concern is identified and documented three or more times, the parent/guardian will be contacted to discuss measures needed to assist in correcting the behavior and future consequences, including suspension, should the behavior continue. The conference is mandatory to ensure consistency, follow-through and cooperation among staff, participants and parent/guardian.
5. **Suspension:** The steps listed above are used to correct behavior(s) in most cases. If they are unsuccessful, a participant will be suspended from the program. These steps will not be followed if management determines for safety or other reasons that the behavior displayed requires immediate suspension.
 - **First Suspension:** After following steps 1 through 4 to correct inappropriate behavior, if the behavior continues, the participant will be suspended. Depending on the severity of the behavior, suspension will last for one to three program days. A parent conference will be required prior to the participant's return to the program.
 - **Second Suspension:** Should inappropriate behavior continue after the first suspension, the participant will be suspended for five program days and will not be able to register for any other City of Reno Parks, Recreation and Community Services program. A second parent conference will be required prior to the participant's return to the program.
 - **Third Suspension:** Up to one-year suspension from all City of Reno Parks, Recreation and Community Services programs, depending on the severity of the offense/behavior.

Note: In severe cases, a participant may be removed immediately from the program. The length of that suspension will be at the City of Reno Parks, Recreation and Community Services discretion, up to a permanent suspension. No refunds or credits will be granted for suspended program days, no exceptions.



First Aid and Accident Procedures

For the care of the participants, all sites have at least one staff member trained in CPR and First Aid. If an accident occurs while your child is attending a youth program, our staff is trained most importantly to remain calm. Below are the guidelines we utilize for Youth Services Division staff.

Major Injuries (broken bones, heat stroke, serious bleeding, head injury, etc.)

- Staff will stay with the child and send someone to notify the site Supervisor or Assistant.
- Site Supervisor or Assistant will call the ambulance, Recreation Supervisor and parent/guardian after they have assessed the injury.
- Staff will fill out an accident report.

Minor Injuries (cuts, bumps, scrapes, sprains, abrasions, bruises, etc.)

- Staff will stay with the child and send someone to notify the site Supervisor or Assistant.
- Site Supervisor or Assistant will call the child's parent/guardian and Recreation Supervisor after they have assessed the injury.
- Staff will provide first aid (i.e. ice, gauze, band-aid).
- All head injuries will be reported to parents/guardians immediately regardless of the severity.
- Staff will fill out an accident report.
- Staff will notify the parent/guardian of the injury at time of pick up regardless of the severity.



General Youth Program Information

Access to All: We welcome all individuals and families to participate and enjoy programs and facilities regardless of race, age, color, religion, gender, sexual orientation, national origin, or disability. Persons with special needs to be accommodated are invited to call 334-2262, or use Nevada Relay (hearing impaired) dial 711, for assistance.



Conduct of Parent/Guardian: Adults serve as role models for the youth in our programs. If a parent/guardian has a concern, they shall address the concern in an appropriate and calm manner. The City of Reno Parks Recreation and Community Services reserves the right to remove participant(s) from the program due to inappropriate actions by a parent/patron.

Contacting Program Participants: There are no public phones available at individual Youth Services program sites. If an emergency occurs, call the Youth Services at 334-4280 and they will communicate with the site staff.

Custodial Issues: The City of Reno provides youth active, positive and safe recreational opportunities. The City of Reno, Parks, Recreation and Community Services Department does not enforce or mediate terms of visitation. If custodial issues are in dispute, causing any uncertainty as to which parent is entitled to pick up the child, the Parks and Recreation Department asks that you refrain from registering the child until such issues are resolved. If issues arise once the child has been registered in the program, the City of Reno expects that they will be immediately resolved. If they are not resolved immediately, the department reserves the right to consider whether the child may continue participating in the program.

Inclement Weather: On days the Washoe County School District delays the start of school for a “snow day”, there is no Sierra Kids morning session. If the WCSD closes school early for a “snow day”, the Sierra Kids afternoon session will not be held. When the WCSD cancels school for weather or road conditions, Vacation Station is still open to participants during Green Track Breaks.



Insurance & Liability: The City of Reno Parks, Recreation, and Community Services Department does not provide hospital or medical insurance coverage or assume responsibility for injury to any participants in its programs. Participants are encouraged to obtain their own insurance coverage prior to the start of any program and to consult with a physician before participating in the strenuous activity.

Late Pick Up: Late pickup fees are \$1.00 a minute after program conclusion and payment is required within 24 hours.

Mandatory Reporters: Nevada law requires certain people to make reports of suspected child abuse or neglect. These mandated reporters include doctors, dentists, nurses, hospital personnel, daycare providers, clergy, social workers, teachers and counselors. Staff will report any suspected abuse to Child Protective Services. Mandated reporters can be charged with a misdemeanor if they fail to report suspected child abuse or neglect. Nevada law does not allow Social Services to disclose the name of the reporting person.

Medication: Staff will not administer or distribute any medication at any time.



Summer Food Service Program: Summer Discovery, Park Pals and Vacation Station participate in the Summer Food Service Program. In accordance with U.S. Department of Agriculture policy, the City of Reno is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (800) 795-3272 or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer. NOTE: Children with milk allergies can bring their own drink.

Movies: The City of Reno staff may take children on field trips to G or PG rated movies. Movie name will be posted day of viewing.

Photos: City of Reno may take photos/video of participants in programs and at parks. Photos are for City use only and may be used in promotional materials and internal communication. If you do not want yourself or your child photographed, please notify the Southside Administration Office in writing.

Sunscreen: Please provide “spray on” sunscreen for your child in all programs.

Valuables & Toys: We do not permit children to bring toys and valuables into our programs. This includes any type of electronic toy or game, collectibles or cell phones. The City of Reno is not responsible for lost or stolen items.



Parks, Recreation and Community Services Youth Division Contact Information

Evelyn Mount Northeast Community Center
1301 Valley Road
Reno, Nevada 89512
(775) 334-2262 Phone
(775) 321-8338 Fax
www.reno.gov

Youth & Senior Division Office334-4280
.....Fax 321-8347

Darryl Feemster, Youth & Senior Services Division Manager 775-334-2262 x4640

Kathy Kelly-Ballinger, Recreation Supervisor 775-334-2262 x4642

Alan Roney, Recreation Supervisor 775-334-2262 x4644



Program Locations

ELEMENTARY SCHOOLS

Beck, Jessie	689-2520	1800 Sharon Way
Bennett, Esther	674-4444	5900 Sidehill Drive
Caughlin Ranch	689-2600	4881 Village Green Parkway
Desert Heights	677-5444	13948 Mt. Bismark Street
Dodson, Edwin	689-2530	4355 Houston
Double Diamond	850-6212	1200 S. Meadows Parkway
Elmcrest	746-5850	855 McDonald Drive
Gomm, Roy	333-5000	4000 Mayberry Drive
Hunter Lake	333-5040	909 Hunter Lake Drive
Lemmon Valley	677-5460	255 West Patrician Drive
Mount Rose	333-5030	915 Lander Street
Mariposa Academy	826-4040	3875 Glen Street
Palmer, Virginia	674-4440	5890 Klondike Drive
Peavine	746-5840	1601 Grandview Avenue
Sierra Vista	333-5080	2001 Soaring Eagle Drive
Silver Lake	677-5400	8719 Red Baron Blvd
Smith, Alice	677-5410	1070 Beckwourth Drive
Stead	677-5480	10580 Stead Blvd.
Towles, Mamie	746-5820	2800 Kings Row
Westergard, George	746-5800	1785 Ambassador Drive
Winnemucca, Sarah	746-5810	1349 Backer Way

MIDDLE SCHOOLS AND COMMUNITY CENTERS

Billinghurst M.S.	746-5870	6685 Chesterfield Lane
Neil Road Recreation Center	689-8484	3925 Neil Road
Evelyn Mount Northeast Community Center	334-2262	1301 Valley Road
Plumas Gym	334-2262	475 Monroe Street
Sibayan Recreation Center	326-6666	1090 Bresson Avenue
Southside Administration Office	334-2260	190 E Liberty Street